

Clerical and Office Branch  
Office Machine Operation Group  
Switchboard Operator Series

**PUBLIC INFORMATION CLERK**

11/00 (LBT)

*Summary*

Under general supervision, operate the City's central switchboard; receive and disseminate information; perform routine clerical functions as assigned.

*Typical Duties*

Operate a high volume telephone switchboard. Involves: answering incoming local and long distance telephone calls and forwarding to requested party; giving basic information to public about functions and procedures of various City departments; researching City telephone listings to locate employees when a telephone call is received; receiving and delivering messages by telephone; performing related clerical tasks.

Perform related incidental duties contributing to realization of unit or team objectives as required. Includes: coworkers as qualified and within authorized limits by carrying out specified functions to maintain continuity of ordinary operations, if delegated; providing designated support for projects or activities overseen by higher-graded, non-supervisory personnel as instructed; explaining and demonstrating work performed to assist supervisor in orienting and training less knowledgeable employees; engaging in assignments pertaining to functions of other positions for training purposes under close supervision; logging activities; keeping equipment and work area orderly, safe and clean.

*Minimum Qualifications*

Training and Experience: Graduation from high school or G.E.D. plus two (2) years of customer service, switchboard operation, or comparable clerical experience that includes daily public contact; or an equivalent combination of training and experience.

Knowledge, Skills and Abilities: Good knowledge of: telephone switchboard operation and telephone procedures; office practices and procedures; telephone etiquette; City department locations, telephone numbers, functions and personnel.

Ability to: express oneself orally, clearly and concisely in English and Spanish to explain directions and other facts quickly and accurately and in a courteous, tactful manner; respond to public's questions; follow oral and written instructions to perform a series of procedural steps; establish and maintain effective working relationships with fellow employees, officials and the general public; perform basic arithmetic computations; work under pressure of answering a high volume of calls rapidly and make sound common sense decisions when referring them to an appropriate person; maintain logs and files.

Skill in the safe operation and care of: audio and voice communication equipment; standard office equipment.

Physical Effort & Work Environment: Continuous: sitting at work station, wearing a headset; coordination of finger, hand and arm movements with eye or ear to manipulate switchboard controls.

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Director of Personnel

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Department Head